



Town of Bluffton
Request for Proposals
Police Department Personnel Scheduling Software System
RFP 2015-28

The Town of Bluffton is soliciting sealed proposals from experienced firms to provide a Police Department Personnel Scheduling Software System. The purpose of this RFP is to replace a current scheduling software program which has proven to be difficult to operate to our standards.

Sealed proposals, including all necessary documents, are due by **April 9, 2015 at 11am** at Town Hall, PO Box 386, 20 Bridge St, Bluffton, South Carolina, 29910 clearly marked as: **RFP 2015-28 Police Department Personnel Scheduling Software System**. Offerors should submit one (1) original and Three (3) copies by the stated deadline.

Offerors who wish to submit proposals electronically may do so but they must be confirmed by a returned receipt email in order to be officially received. If a received email is not returned by us within two hours of sending, please contact Lt. Paul Gannon at 843-706-4568. Electronic proposals are subject to the same time frame guidelines as sealed, mailed proposals.

Questions should be addressed to Lt. Paul Gannon via email to pgannon@townofbluffton.com, or faxed to his attention at 843-757-2269. All questions and answers will be posted on the Town of Bluffton website www.townofbluffton.sc.gov. The deadline for submission of questions by offerors shall be 11:00 a.m. on April 2, 2015.

BACKGROUND

The Town of Bluffton has a resident population of approximately 13,000 people. The daily population increases to approximately 50,000 and Bluffton is also a tourist/event destination. The number of visitors can increase the population to over 70,000 for special events. This presents challenges in scheduling regular shifts, as well as, outside work details for the many events and attractions in the town. The Bluffton Police Department is comprised of 43 non-unionized sworn officers and 5 civilians. The department has automated many systems to date as funds allowed, from crime analysis to electronic file storage, but recent scheduling difficulties necessitate replacement to the current scheduling system to significantly improve operations in this vital area.

SCOPE OF SERVICES

We are pursuing an automated user friendly, modular-based scheduling system providing the oversight, control and flexibility needed to effectively deploy personnel in the most complex scheduling environments. We also require the ability to post shifts that are open for sign-up for a pre-determined period of time. Once the shift closes, we require the system to automatically assign the appropriate staff member considering the following factors: sign-up date, sign-up time, rank, seniority within rank, general seniority, OT hours worked within the last 28 and 7 days, training compliance, court compliance, and fatigue considerations. Our current data base will also require conversion to the new schedule data base. The system must be able to follow the FLSA Overtime Rules for employees who are by definition engaged in all law enforcement activities.

Further, the system must be able to perform:

Sworn Officers & Civilian Staff – access information from secure web-based Employee Self-Serve:

- Check personalized schedules, work locations and special shift instructions
- Receive SMS text and/or email schedule notifications
- Sign up for overtime and extra duty assignments
- Input work preferences for extra duty & special events
- Request leave and view personalized time bank balances for any period of time
- Check status of leave and overtime requests
- Review personalized timesheet data
- Review personal training history, courses taken and certificates earned
- View certificate and training level expiry dates
- View personal assets/equipment inventory
- View court dates & subpoenas assigned on schedule
- Receive subpoena notifications via text or email
- View time sheets on a daily basis

Operations & Command Staff – accessed through web-based or internal application:

- Create and maintain an unlimited number of schedules supporting multiple shifts, rotating positions, future assignments, and promotions
- View and manage schedules for all staff in daily, weekly, biweekly, 28 day or monthly views
- Manage daily operations with completely customizable Daily Roster reports- track regular duty, special assignments, training, off-duty detail, court, and emergency recall assignments
- Schedule detailed special events and off duty assignments with fully configurable pay/bill rates, the Town pays officers within the normal payroll system not a separate rate for these assignments. The vendor is billed at a predetermined rate not related to payroll expenses.
- Receive, review, grant or deny staff leave requests
- Manage overtime assignments using software intelligence to guide allocations based on agency-specific rules
- Track overtime usage by reason and cost category
- Grant Staff access to the system with fully configurable user access limits
- Send emergency or general information notifications via text or email to any group of staff
- Track schedule changes with Audit Trail
- Manage minimum staffing levels with built-in alerts warning schedulers when staffing levels fall below minimum
- Manage temporary and preplanned unit moves with ease
- Find replacement personnel who are off-duty, available to be held over or have signed up for overtime consideration
- Track training and certifications for both individuals and agency-wide training plans
- Attach training level and skill requirements to special events or assignments with built-in compliance warnings
- Track individual staff and agency-wide equipment and assets
- Attach skill or training level requirements to specific pieces of equipment with built-in compliance warnings
- Manage and view all shift details on the fly including beat details, car assignments, stations or services to be worked

- Quickly produce comprehensive pay sheets for payroll export; the Town uses the Tyler Technology MUNIS software and system; export capabilities into this system in a .csv format (or compatible format) is desired.
- Easily run comprehensive managerial reports such as overtime detail, staff leave summaries and training compliance reports for full managerial oversight
- Must have full administrator rights at local agency.
- Must validate minimum staffing levels

PROPOSAL SUBMITTALS

Guidelines for an Acceptable Proposal:

All proposals must have a cover letter and be on 8½” x 11” paper preferable in binders. The complete proposal must include the proposal document with a point-by-point response to the RFP and all other materials requested in the RFP. Vendors may include any additional materials they feel could assist in the evaluation of the proposed system. However, each question must be responded to completely. Vendors are cautioned that proposals, which do not follow the format required by this RFP, shall be subject to rejection without review.

Vendor information and History:

The vendor must provide a brief description of its company including:

- Company Name,
- Contact,
- Address,
- Number of Employees,
- Organizational Structure,
- Core Business,
- Years in the Business,
- Are you a subsidiary of another company? If so, what company?, and
- What types of clients make up your client base?
- Vendor Experience
- Where are the nearest branch offices

References:

The vendor must submit a detailed description of how your solution has recently been implemented in other municipalities similar in size to the Town of Bluffton. Provide at least three (3) reference customers with Law Enforcement Scheduling solutions similar to the one proposed to the Town of Bluffton which have been in production for more than 2 years. Reference information must include company name, contact person, telephone number, the software name/version, and installation date.

Product Migration and Upgrades:

Describe the expected migration and future technology of the proposed solution over the next five years. Include a discussion on the proposed solution's upgrade plans, along with any additional hardware, software and implementation costs. Where is the proposed solution in the product life-cycle? Include the target date for the next software release following the proposal due date. Explain your company's quality control procedures to insure quality releases.

System Design and Infrastructure:

The vendor must submit a detailed description of how your solution meets each of the points listed in the Scope of Service Section of this RFP. Merely stating an understanding of, or compliance with, the specification is not adequate. Responses may reference Vendor supplied technical material or provide detailed technical descriptions which substantiate the response. In addition, the vendor's proposal shall address the following:

- Describe the programming language, development tools and database used in developing the proposed solution.
- Describe your experience with Active Directory integration.
- Describe your backup solution and storage requirements for your product.
- Describe in detail your product's minimum system requirements for operation on communications networks, desktops, and mobile environments.
- Software must be compatible with the latest windows operating system.
- Explain in detail your product's security features. At a minimum, discuss types of user access, authority requirements to run the client on the desktop, and tracking of data changes.
- Describe the mechanism your product uses to trigger the real-time or near real-time exchange of information with other Town applications.
- How will the interface be supported throughout the life of the scheduling system? If database changes are made to the scheduling system, how will those changes be updated in the interface?
- Describe your system's recovery processes in the event of a complete system failure. Include your system's ability to automatically restore communications with workstations and host interfaces, the required intervention of the operators, the estimated amount of time required to return to an operational state.

Warranty and Support:

- Describe your solution's warranty options, terms and conditions. Provide a detailed explanation of what is included in the warranty, what is excluded from the warranty and what events or actions void the warranty. Also include the responsibilities of the Town of Bluffton as compared to those of the vendor.
- Describe your solution's maintenance and on-going support processes and procedures. Provide a detailed explanation of what is included and what is excluded from the vendor's maintenance and support of the system, including:
 - Types (telephone, on-site, etc.),
 - Service guarantees associated with each type,
 - Coverage times (24x7, after hours, etc.), response times (1 hour, 1 day etc.)

Project Management:

- Describe the Project implementation team, including staff levels, experience, and roles.
- Provide a detailed project plan showing how your solution will be implemented, including:
 - Implementation plan,
 - Test plan
 - Training plan: include all available options along with sample curriculum, course length, class size and methodology for training all officers as users.
 - Breakdown of roles and responsibilities for the vendor and the Town of Bluffton before and after the system goes live.
- Provide a list of all user level and technical documentation provided to the Town, including a description of the information, the method of delivery (hard copy, DVD, etc.), and the quantity provided.

Pricing Detail:

Provide a detailed explanation of pricing including, but not limited to:

- Base system costs
- Optional functionality and equipment
- Pricing methodology for licensing (per user, per seat, etc.) and for future additional licensing
- Software and hardware (including cabling, cables, connectors, devices, equipment, furniture, peripherals required for installation needed for the proposed system to be fully operational),

- Interface programming costs,
- Upgrades,
- Warranty, including extended warranty information,
- Ongoing maintenance and support for hardware and software. Maintenance pricing for 5 years.
- Implementation including project management, consulting, training
- Payment terms
- Optional consulting services available

EVALUATION CRITERIA

Procedures for Evaluating and Awarding the Bid:

- Proposals will be examined for compliance with all the requirements in the sections of this RFP.
- Proposals that do not comply shall be subject to disqualification without further consideration.
- Proposals will be objectively evaluated as to compliance.
- Oral presentations, written questions for further clarifications may be required by the Town.

Evaluation Criteria:

The proposals will be evaluated based on the following criteria:

Proposal:

- Completeness and thoroughness of the proposal
- All required information completed in the format specified
- The vendor's understanding of the scope, purpose, and evaluation, including the applicability and quality of the vendor's approach

Costs:

- One-time costs (although the low cost bidder may not necessarily be awarded the contract, costs are an important evaluation criteria)
- Ongoing costs for maintenance and support

Vendor Experience and Resources:

- The quality, relevance and number of references
- The vendor's ability to successfully install the system, as demonstrated by installation of a similar system in at least one comparable jurisdiction within the past two years. Emphasis would be given to the specific capabilities required by the Town.
- The financial stability and resources of the vendor Application Software and Integration
- Design, capability and functionality of the proposed application software.
- The level of integration between modules
- The vendor's ability to interface with external systems (if applicable)

Hardware Design/System Architecture Approach:

- Design, capability and functionality of the proposed hardware, including conformance with any Town direction
- The vendor's current technological position and future direction

Implementation/Project Management:

- Level of assistance to be provided to the Town by the vendor during the implementation process
- The timeliness and quality of the implementation to be completed as efficiently as possible and not to exceed 60 days.

Training, Documentation and System Administration:

- The amount and extent of user training
- Quality and extent of documentation to be provided
- The extent of the effort required to perform System Administration functions

Customer Support/Warranty and Maintenance:

- The level of service and responsiveness that the vendor commits to providing the Town of Bluffton

- Qualifications, experience and technical expertise of the vendor's Customer Support staff
- Ability of the vendor to provide long-term maintenance support to the Town
- The vendor's process for providing new releases of the software

TOWN OF BLUFFTON RIGHTS

Proposals must be signed by an official of the company authorized to bind the offeror, and it shall contain a statement that the proposed price is good for a period of at least ninety (90) days from the submittal date.

The Town reserves the right to refuse any and all proposals and to waive any technicalities and formalities. The Town reserves the right to negotiate with all qualified offerors. The Town may cancel this solicitation in part or in its entirety if it is in the Town's best interest to do so.

This solicitation does not commit the Town to award a contract, or to pay for any cost incurred in the preparation of your proposals, or to procure or contract for any articles of goods or services.

The Town does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in employment or in the provision of goods or services.